

KINGDOM, INC.
Is Pleased To Be Your Service Provider For

KINGDOM MESSAGE SERVICE

USER MANUAL

For Voice Messaging, Polling/Surveying, and
SMS Texting

www.moremargin.com

Your Account Name:

Your Password:

Your Client ID:

Your Email Address:

Technical Support Available Weekdays
8:00 AM to 6:00 PM Eastern Standard Time
David Knauss: 800-788-1122 ext 2541
david.knauss@kingdom.com

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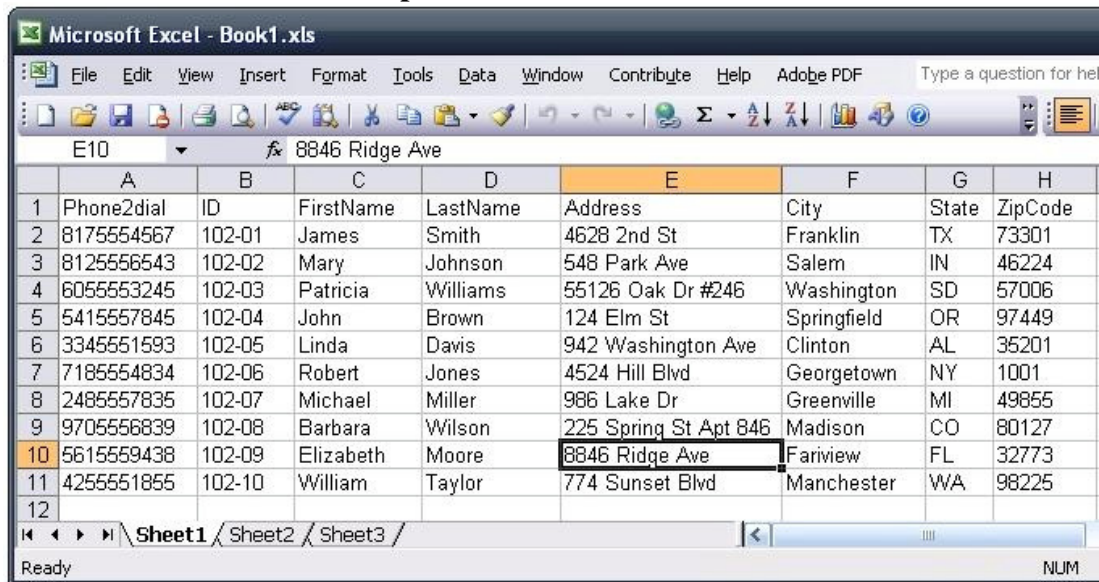
Getting Ready to Set Up Your Phone Campaign

Three Steps for Getting Ready

(A) PHONE NUMBERS FILE PREPARATION

1. Prepare an Excel or CSV file with the information patterned in the following graphic. Note that the phone list is located in the first column.
2. Everything has to be cleared out of the phone numbers except 10 digits. **Remove all parenthetical marks, spaces, hyphens, and texts.** See the following example:

Figure 1: Excel or CSV File Example



	A	B	C	D	E	F	G	H
1	Phone2dial	ID	FirstName	LastName	Address	City	State	ZipCode
2	8175554567	102-01	James	Smith	4628 2nd St	Franklin	TX	73301
3	8125556543	102-02	Mary	Johnson	548 Park Ave	Salem	IN	46224
4	6055553245	102-03	Patricia	Williams	55126 Oak Dr #246	Washington	SD	57006
5	5415557845	102-04	John	Brown	124 Elm St	Springfield	OR	97449
6	3345551593	102-05	Linda	Davis	942 Washington Ave	Clinton	AL	35201
7	7185554834	102-06	Robert	Jones	4524 Hill Blvd	Georgetown	NY	1001
8	2485557835	102-07	Michael	Miller	986 Lake Dr	Greenville	MI	49855
9	9705556839	102-08	Barbara	Wilson	225 Spring St Apt 846	Madison	CO	80127
10	5615559438	102-09	Elizabeth	Moore	8846 Ridge Ave	Fariview	FL	32773
11	4255551855	102-10	William	Taylor	774 Sunset Blvd	Manchester	WA	98225
12								

(B) UPLOAD YOUR PHONE NUMBER FILE

1. Click on *Libraries* in the main menu bar, then click on the *Phone List Library* tab.
2. Follow the simple directions for uploading your prepared Phone Number File.

(C) PHONE SCRIPT PREPARATION

1. Write your phone script with your message purpose and recipient's attention span in mind. (a) If your phone script is for a business purpose, potential customers prefer messages under one minute. Prepare two one-minute messages; one plays for live recipient answers and the other plays for all kinds of answering machines. The live recipient message, (an option if you wish to activate it), allows the recipient to press one (1) at the end of the message for an immediate transfer to a live representative. (b) Whether your phone script is a devotional, an announcement, bulletin item, event cancellation, etc., the length does not matter.
2. Practice speaking your phone script with lots of aural and oral inflection.

(D) UPLOAD PHONE MESSAGE(S)

Go to the Login page (see the Login Info, page 1)

Click on *Libraries* in the main menu bar, and click on *Add Files to Audio Library* tab.

Dial the phone numbers for recording your phone message(s): 817-288-8101 or 800-331-4226

Enter your Client ID followed by the pound (#) sign—Your Client ID is the last five numbers of your Password.

Follow the audio directions for recording messages—End recorded message with the pound (#) sign

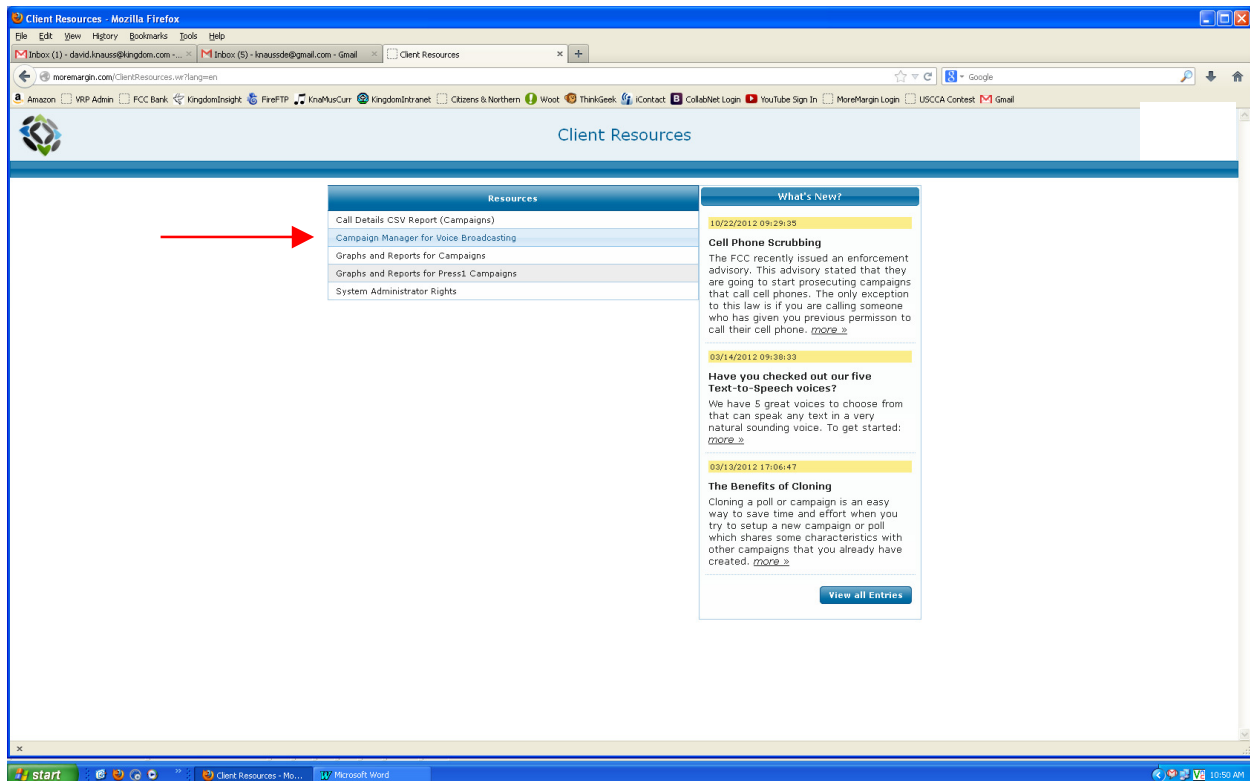
If applicable, record one for reaching a Live Recipient contact and one for an Answering Machine—See the above Script directions

Set Up Your Phone Campaign

Six Steps for Setting Up Campaign

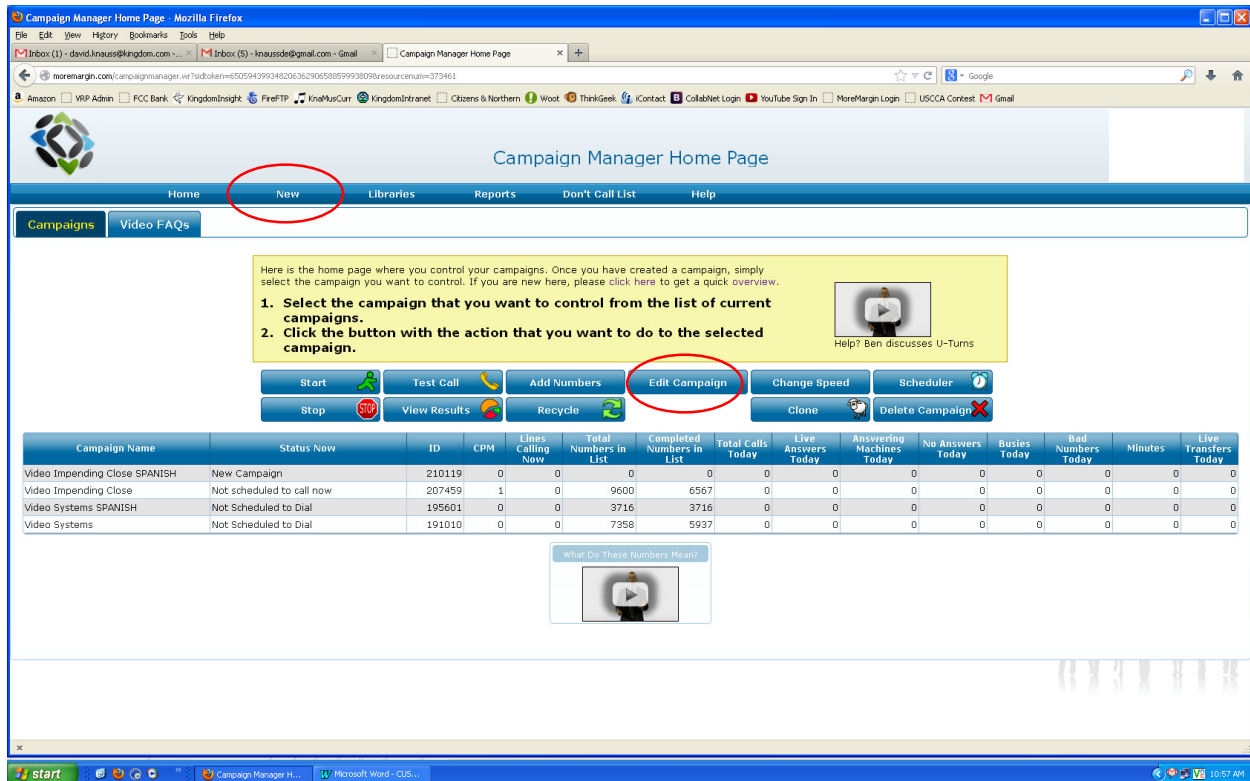
(A) SET UP VOICE CAMPAIGN—FOLLOW THE SIMPLE DIRECTIONS

1. Log into your account (See the Login Info, page 1)
2. On the *Client Resources* page, click on *Campaign Manager for Voice Broadcasting*



3a. If you have not yet set up your Campaign, go to *New* (located in the menu bar)

3b. If you have to edit an already set up Campaign, highlight the already existing Campaign by clicking on it, and click on the *Edit Campaign* tab



4. If a *New Campaign*, complete the set-up choices in the *Edit Campaign* pages

5. Click: *Save*

6. Be sure to complete (C) and (D) below.

ADDENDUM: Set up a separate Campaign for each of your small ministry groups or church organizations, such as Congregation, Church Board, Administration, Chancel Choir, Baseball Team, Youth Group, MOPs, and so on. Upload a separate phone list for each Campaign, and set up the Calendar Scheduler for each Campaign.

TECH SUPPORT: If you have any questions during this Campaign set up, call your tech representative, David, at the Technical Support number listed on pages 1 and 7

(B) EDIT CAMPAIGN—THE FOLLOWING EXPLAINS THE CAMPAIGN SET-UP CHOICES

(1) Name and Phone Number ID:

Name your campaign and enter the Caller ID number you wish your recipients to see

(2) Who to Play Messages To

Choose the option that best fits your campaign purpose

(3) Click Here to Change Audio File(s)

Choose your phone message for both Live Answers and Answering Machines/Voicemails,
OR

If campaign has both Live Answer Messages and Machine Answer Messages, choose the two different messages as directed

(4) Transfer Type

Choose the option that best fits your campaign purpose

(4a) Live Transfer Options

This box will appear if you have chosen option three in Live Transfer Options

Please Transfer Calls To: Enter the 10-digit phone number without hyphens

Digits to use for Transfers (you may use up to three digits:

Do you wish live Transfers: Choose the option that best fits your campaign purpose

Do you wish to use extensions with live Transfers? Choose the option that best fits your campaign purpose

If Yes, Please enter an extension (Max length 6)

ADVANCED SETTINGS

(6) Detect Type: In this priority setting option, it is best to choose Optimize this Campaign to Detect Live Answers from People—which means the Answering Machine Message is activated secondarily

(7) Do-Not-Call

Please follow the Do-Not-Call FCC regulations applicable to your organization

When in doubt, call David, tech support

(8) US DNC List

Please follow the regulations applicable to your organization

Choose No if you have automatically deleted DNC phone numbers from your initial Excel or CSV file—Choose Yes if you want the deletion process to happen automatically

(9) Dial Mobile Numbers

Please follow the regulations applicable to your organization

(10) Emergency Dialing

If No is selected, then standard FCC calling regulations for calling systems are as follows:

- Monday through Friday: 9:00 AM to 9:00 PM
- Saturday: 9:00 am to 7:00 PM
- Sunday: 2:30 PM to 7:00 PM

If Yes is selected, the FCC restrictions are disengaged and your emergency message will go out any time you choose. Be sure to complete (C) and (D) below.

MORE ADVANCED SETTINGS

It is best to allow these settings to remain at their default settings

(11) General Retry Calls [6 30 6]

(12) General Max Setting [6 3 3 2]

(13) Custom Answer Machine [Yes]

(14) Custom Answer Machine Options [10 30]

CLICK SAVE AND YOUR CAMPAIGN IS SET UP

(C) SCHEDULER Tab

Go to the Home page and click on the *Scheduler* tab

Choose your options for automated phoning

(D) CHANGE SPEED Tab

Go to the Home page and click on the *Change Speed* tab

Enter a number if you want to specify a certain number of calls to be executed per minute

No number allows unlimited speed dialing down your Excel or CSV file list

For unlimited calling, enter the maximum number of 6,000 per minute.

(E) ADD NUMBERS Tab

This has already been accomplished if you Uploaded your phone list in the Getting Ready directions

Go to the Home page and click on the Add Numbers tab

Follow the directions for uploading the prepared Excel or CSV phone file

Follow BROWSE and locate the above Excel or CSV file

Click UPLOAD to enter file into the Audio Library

SMS Texting Procedure

1. Prepare your SMS Text Message. The text message size is limited to 120 characters, counting characters and spaces.
2. Prepare your recipient list in an Excel or CSV file similar to **Figure 1: Excel or CSV File Example** on page 2
3. Provide your Client ID, originating phone number, and email for receiving a report of replies
4. Provide day and time you wish your message to be published
5. Email the above info, phone file(s), and your SMS Text Message to Amber Valdez at:
avaldez@voicebroadcasting.com

You are charged per text instance both outbound (message sent to recipients' phones) and inbound (recipients' replies). If you do not wish your recipients to reply, state in the message: DO NOT REPLY.

Polling / Surveying Procedure

1. Prepare your questionnaire of no more than 5-10 questions. The shorter, the better. Any longer than this loses participants' interest.
2. Log into your account (See the Login Info, page 1)
3. On the *Client Resources* page, click on *Campaign Manager for Voice Broadcasting*
4. If you have not yet set up your Polling / Surveying Campaign, go to *New* (located in the menu bar)
5. Choose *New Poll* from the pop up box and continue following the on-screen directions for setting up each of the 12 parts.

Reports

Reports provide 11 detailed categories (in alphabetical order): Busy, Duplicate Numbers, Fast Busy, Human Completed, Human Hung Up, Invalid Phone, Machine Completed, Machine Hung Up, No Answers, Opinter, and Test Calls. (Opinter means that it was an operator-intercepted call, such as, "Number is no longer in service.") You are charged only for Human Completed, Human Hung Up, Machine Completed, Machine Hung Up, and Test Calls.

Additional Questions or Technical Support

TECHNICAL SUPPORT

Technical Support Available Weekdays: 8:00 AM to 6:00 PM Eastern Standard Time

David Knauss: 800-788-1122 ext 2541

Email: david.knauss@kingdom.com

Two Additional Support Services

KMS PHONE FILES SET-UP SERVICE. When you provide Kingdom with your church directory (via a printed booklet, Word doc, Excel file, email, etc.), all various break-out groups and ministries, and note who participates in what, Kingdom will provide you with (1) a master phone list file, (2) an individual file of each break-out group, and (3) upload your master file and break-out files to your KMS account. **Cost is \$97** for a one-time set-up of a master phone file and corresponding break-out files. **Code is KMLT.**

KMS PHONE FILES MAINTENANCE SERVICE. Kingdom will keep your master phone file and corresponding break-out files up-to-date. You may call Kingdom weekly, bi-weekly, or monthly with any changes to your master phone list and corresponding break-out lists. Kingdom will email to you copies of the revised files, and also upload your revised master and break-out files to your KMS account. **Cost is \$9.25** for each revision event. **Code is KMRELT.**